American Airlines Newsroom

NEWS RELEASE

Welcome Home: Shirley Hatcher

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Our American Airlines team members watch loved ones come together every day. Through the holiday season, we're putting a spotlight on the unique role they play in connecting families and friends. We hope these special "Welcome Home" stories help make your holiday merry and bright.



Surprise! You're going to Disney World. DFW-based Customer Service Supervisor Shirley Hatcher has heard it so many times. She says the excitement that she sees in little faces when they hear they are going to the "happiest place in the world" brings her so much joy. It even inspired her to give a surprise of her own … to her six

grandchildren.

She planned a Disney vacation without telling them, and on the morning of their trip, she said those faithful words: “We’re going to Disney World.”

“I started crying because they were just screaming and hollering and jumping around,” she said.

Hear Shirley’s own account of her favorite travel story.